

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

NORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 05-0652

ORIGINAL

Regarding a complaint by (Person making the complaint):

SYDNEY G. MCGIVERN - PINE DESIGN IMPORTS

Against (Utility name):

PEOPLE'S ~~ENERGY~~ ^{Gas Light} & Coke Company

As to (Reason for complaint)

INCORRECT BILLING AMOUNT, ESTIMATED CHARGES

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

511 W. NORTH AVENUE, CHICAGO, IL 60610

The service address that I am complaining about is

1317 W. NORTH AVE, CHICAGO

My home telephone is

[847] 446-9411

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[847] 569-7947

(Full name of utility company)

PEOPLE'S ENERGY

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

NOT KNOWN

ILLINOIS
COMMERCE COMMISSION
2005 AUG 29 1P 12:33
CHIEF CLERK'S OFFICE

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. Bill in question was received showing a total amount due of \$12,264.15 after years of estimated charges only. Utility never sent notification of need to read meter, and accepted monthly payments of estimated charges for years without notice. Monthly bills were always mailed to the same address, payments were constantly made on time, yet no attempt was ever made by utility to read meter and alert customer to potential disparity.

2. Meter was then removed from premises for a construction project on contiguous property. Meter was not read in presence of customer and was taken off site. Meter has never been produced since that date. There is no physical proof of what meter reading actually was.

3. Utility refuses to admit to any wrongdoing or accountability to read meter on a timely basis. Utility refuses to negotiate on amount due or to justify charges.

Please clearly state what you want the Commission to do in this case:

Mediate a compromise on balance due and timing of payment schedule for negotiated amount.

Date: August 16, 2005
(Month, day, year)

Complainant's Signature Sydney G. McGivern

If an attorney will represent you, please give the attorney's name, address, and telephone number.

KEVIN ROGERS
307 N. MICHIGAN AVENUE
CHICAGO, ILLINOIS 312.332.1188

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

60601 SUITE 305

VERIFICATION

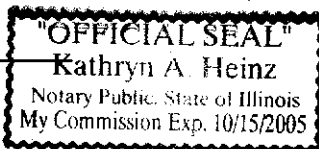
A notary public must witness the completion of this part of the form.

I, SYDNEY MCGIVERN, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Sydney G. McGivern

Subscribed and sworn/affirmed to before me on (month, day, year) August 16, 2005

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.